

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: July 01, 2022

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module	
CA Commitment Accounting	12	
ELM	21	
HR Human Resources	Acceptance Testing	1
	Acceptance Testing – Agency	1
	Assessment	5
	Assigned	145
	Awaiting Customer	31
	In Work	27
	Release Assignment	12
	System Test	3
	Vendor Assessment	18
Total	243	
Interfaces	5	
Learn	2	
None	Assigned	2
	Awaiting Customer	3
	In Work	1
	Total	6
Not Applicable	3	
Performance Mgmt	25	
POS Position Control	4	
PY Payroll	Acceptance Testing – Agency	1
	Assigned	21
	Awaiting Customer	3
	Build/Unit Test	1
	In Work	17
	Release Assignment	7
	System Test	3
	Vendor Assessment	7
Total	60	
Recruiting	49	
Reports	15	
Security	30	
SPRS HR	1	
TL Time and Labor	138	
Grand Total	614	

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing	1
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	1
Assessment	12
Assigned	367
Awaiting Customer	60
Build/Unit Test	3
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Work	81
Pending Prod Approval	1
Release Assignment	32
System Test	7
Vendor Assessment	32
Grand Total	614

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
ELM	1
HR Human Resources	14
None	1
Performance Mgmt	3
PY Payroll	7
Reports	3
Security	7
TL Time and Labor	2

Totals

Priority	Module Count
High	38
Medium	270
Low	306
Grand Total	614

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing-Agency	1
Assigned	16
Awaiting Customer	1
Build/Unit Test	1
In Work	8
Release Assignment	7
System Test	2
Vendor Assessment	2
Grand Total	38

All SRs by Status

(Includes Closed, Completed after 06/01/22.)

Status	Count of Status
Acceptance Testing	1
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	1
Assessment	12
Assigned	367
Awaiting Customer	60
Build/Unit Test	3
Closed	25
Completed	691
Governance	2
Hold	2
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Work	81
Pending Prod Approval	1
Release Assignment	32
System Test	7
Vendor Assessment	32
Grand Total	1334

CAPPS HR/Payroll Trend Report – Service Requests

June 2021 – June 2022

Status	June 2021	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June 2022	Totals
OPENED	1046	723	785	874	737	710	598	754	612	746	665	767	693	9710
CLOSED	941	746	784	953	742	625	626	699	703	784	689	733	716	9741

